CARDS AGAINST INCIVILITY
Every day, millions of conversations unfold at work and beyond. Use these cards to help you disagree while keeping it civil—one conversation at a time.
HOW DO RESPECT AND EMPATHY IMPACT YOUR PERSONAL WELL-BEING?
The right ingredients make all the difference. Name three ingredients for a civil conversation. Here’s a hint:

**EMPATHY**
Understand different viewpoints.

**RESPECT**
Listen without judgment.

**TRANSPARENCY**
Speak with clear intentions.

**INCLUSION**
Value every voice.
DO YOU FEEL COMFORTABLE CHALLENGING OTHER PEOPLE’S IDEAS AT WORK?
U.S. workers believe workplace conflict will increase over the next 12 months.

WHAT ARE THE ISSUES TODAY IMPACTING CIVILITY AT YOUR WORKPLACE?
WHAT KIND OF WORK CULTURE KEEPS EMPLOYEES ENGAGED?
CIVIL ICEBREAKERS

If you were a professional athlete, what sport would you play?

What do you normally have for lunch?

Does your commute affect your mood?
RESPECT

AUTHENTICITY

How can you balance keeping it real with keeping it civil?
HOW DO YOU SPARK CIVILITY AT WORK?

Do you value diversity of thought and differing opinions?

Do you encourage openness and honesty?

Do you engage in empathetic listening?

Do you engage in difficult discussions without judgment?
ARE YOU MORE CIVIL AT WORK OR OUTSIDE THE WORKPLACE?

BE HONEST.
WATER COOLER TALK

How do you unwind after work?
CIVIL ICEBREAKERS

How do you start your day?

If you had an extra hour every day, what would you do with it?

What’s a hobby you don’t talk about at work?
WHAT’S THE BEST LAUGH YOU’VE EVER HAD AT WORK?
Providing constructive feedback is essential for growth.

HOW DO YOU GIVE FEEDBACK THAT UPLIFTS WITHOUT OFFENDING?
HOW DOES HEALTHY WORK/LIFE INTEGRATION FOSTER MORE EMPATHY?
Everyone has the potential to thrive at work.

HOW DO YOU ADJUST YOUR LEADERSHIP APPROACH TO EMPOWER YOUR COLLEAGUES?
HOW CAN BEING A CATALYST FOR CIVILITY HELP YOU GROW IN YOUR CAREER?
How can businesses and HR leaders create a culture of civility through INCLUSION, EQUITY, AND DIVERSITY?
DO YOU FEEL LIKE YOU CAN BE YOURSELF AT WORK?

People who have experienced incivility are less likely to be their authentic selves at work.*

*Source: SHRM 2024 Civility, Conflict and Expression Report.
IF YOU COULD CHANGE ONE THING IN YOUR ORGANIZATION, WHAT WOULD IT BE?
HOW CAN WE ENSURE EVERYONE’S VOICE IS HEARD DURING MEETINGS?
How can people set expectations with each other about their 
COMMUNICATION STYLE?
HOW WOULD YOUR COLLEAGUES DESCRIBE YOU WHEN YOU’RE NOT AROUND?
WATER COOLER TALK

Do you prefer to be in the office, fully remote, or hybrid?
DOES YOUR WORKPLACE PROVIDE ALL THE RESOURCES YOU NEED TO HAVE CIVIL CONVERSATIONS?

WHAT’S MISSING?
How can team leaders ensure employees remain respectful if they choose to address tricky topics like religion or politics?

**92% of U.S. workers** have a religious identity, but nearly **52% don’t disclose** their beliefs at work for fear of unfair treatment.*

*Source: SHRM 2023 Religious Discrimination in the Workplace Report.*
How do you stay organized, and does it help with stress?

What do you do on breaks during the workday?

What is your ideal workplace culture?
SOCIAL MEDIA

How does it impact civility in your life?

Does technology threaten your ability to connect with others?
Uncivil behavior can show up in many ways—interrupting or silencing others, invasive management styles, etc.

HOW DO YOU EXPERIENCE INCIVILITY?
WHAT COMPLIMENTS MAKE YOU FEEL VALUED AT WORK?
How can clear and transparent company policies foster civility?
WE ALL HAVE A TON ON OUR PLATE.

Is uncivil behavior distracting?

Can keeping it civil keep us motivated?
WHAT PROCESSES ARE IN PLACE AT YOUR JOB TO RESOLVE CONFLICT?
U.S. workers experience approximately 7 million acts of incivility every hour.*

HOW CAN YOU CHANGE THAT TODAY?

*Source: SHRM Civility Index 2024.
Civility is a choice to turn tough talks into teamwork, discord into dialogue, and conflict into opportunity.

**WHEN TOUGH TALKS ARISE IN THE WORKPLACE, HOW DO YOU REACT?**
WHAT IS YOUR MENTAL CHECKLIST BEFORE HAVING A DIFFICULT CONVERSATION WITH A COLLEAGUE?
What is your go-to playlist at work?

What is the most unconventional advice you ever received at work?

When you were a kid, what did you want to be?